Alcatel-Lucent **OmniPCX** *Enterprise*
Communication Server

Alcatel-Lucent IP Touch 4068 Phone
Alcatel-Lucent IP Touch 4038 Phone
Alcatel-Lucent 4039 Digital Phone

Alcatel·Lucent

Introduction

Thank you for choosing a telephone from the IP Touch and Digital Phone range manufactured by **Alcatel-Lucent**.
Your IP Touch & Digital Phone terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone.,
- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- communication is even more convenient using the audio keys (loudspeaker, hands free),
- using the convenient alphabetic keypad, you can call your correspondents by name.

How to use this guide

Actions

Lift the receiver.

Hang up.

Keypad

Numeric keypad.

Alphabetic keypad.

Specific key on numeric keypad.

Navigator

Move the navigation key up, down, to the left or to the right.

To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens.

Display and display keys

Partial view of display.

Display key.

Audio keys

Loudspeaker, hands free.

Adjustment “reduce”.

Adjustment “increase”.

Programmable keys and icons

Line key.

Icon corresponding to key.

Other fixed keys

Fixed key.

MENU key.

Voice mail access key.

Other symbols used

Means that the function is accessible from the Menu page.

Means that the function is accessible from the Perso page.

Means that the function is accessible from the Info page.

Means that the function is subject to programming. If necessary, contact your installer.

Means that the function can be accessed by pressing a programmed key - see **Program the keys for the Perso page or the add-on module**.

These symbols can be supplemented by small icons or text.

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Writing accented or special characters with the phone keyboard

Guarantee and clauses

Getting to know your telephone

Handset (possibility of a wireless handset - Bluetooth® - Alcatel-Lucent IP Touch 4068 Phone only)

Adjust the tilt of the screen

Socket for connecting headphones or a Hands-free / Loudspeaker unit

Alphabetic keypad

LED

- Green flashing: arrival of an internal call.
- Orange flashing: arrival of an external call.
- Red flashing: priority or alarm call.

Display and display keys

Contains several lines and pages providing information on calls and the functions accessible via the 10 keys associated with the words on the screen.

Transfer icon: pressing the key next to this icon allows you to program or change the transfer function.

Headset connected.

Appointment programmed.

Silent mode activated.

Telephone locked.

Display keys: pressing a display key activates the function shown associated with it on the screen.

Navigation

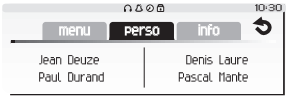
OK key: used to validate your choices and options while programming or configuring.

Left-right navigator: used to move from one page to another.

Up-down navigator: used to scroll through the content of a page.

Back/Exit key: to return to previous menu (short press) or return to first screen (long press) ; during a conversation, provides access to welcome screens (Menu, Info, ...) and to return to the conversation icon screens.

Welcome screens



Menu page: contains all functions and applications accessible via the keys associated with the words on the screen.
Perso page: contains call line keys (allowing supervision of calls) and programmable call keys.

Info page: contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.

Call display

Incoming call.

Call in progress or outgoing call.

Call on hold*.

Communication in progress, secure line*For more details, contact your system manager.

If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.

Left-right navigator: used to check calls.

Audio keys

Hang-up key: to terminate a call.

Hands-free/Loudspeaker Key:to make or answer a call without lifting the receiver.

- Lit in hands-free mode or headset mode (short press).
- Flashing in loudspeaker mode (long press).

Intercom/Mute key:

- During a conversation: press this key so that your correspondent can no longer hear you.
- Terminal idle: press this key to answer calls automatically without picking up the receiver.

To adjust the loudspeaker or handset volume up or down

Extension unit

An extension unit can be fitted to your telephone. This provides additional keys which can be configured as function keys, line keys, call keys etc.
To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

Function keys and programmable keys

Guide key: used to obtain information on functions of the 'menu' page and to program key of the 'perso' page.

Messaging key to access various mail services:
if the key flashes orange, a new voice message, a new text message or a call-back request has been received.

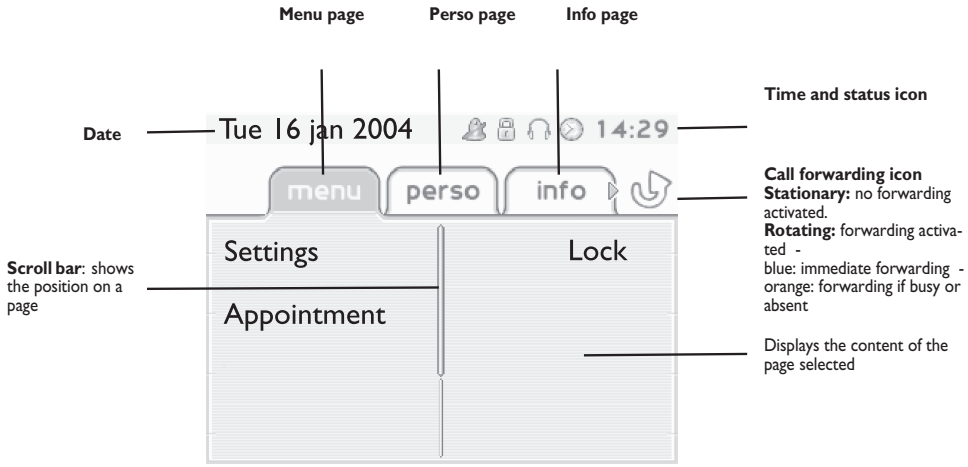
'Redial' key

- to access the 'Redial' function (short press),
- call back on the last 8 number dialled (long press).

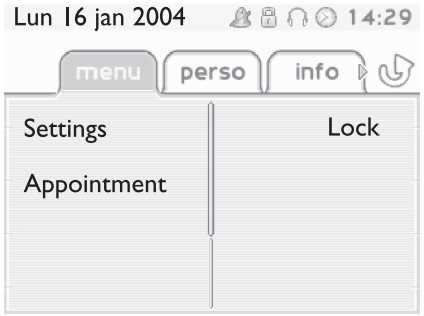
Programmable key (F1 and F2 keys):
lit when the function associated with the key is activated.

1 Description of the screens and Bluetooth® handset

1.1 Welcome screens

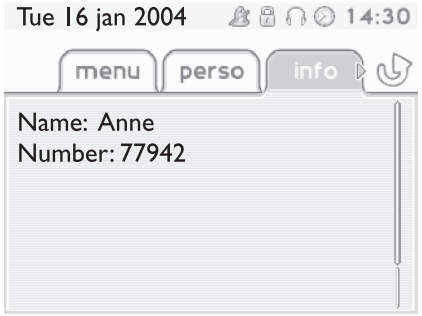


- **Menu page:** contains all functions and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone functions such as calling back one of the last 10 numbers or intercepting calls.



- **Perso page:** contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the direct call keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.

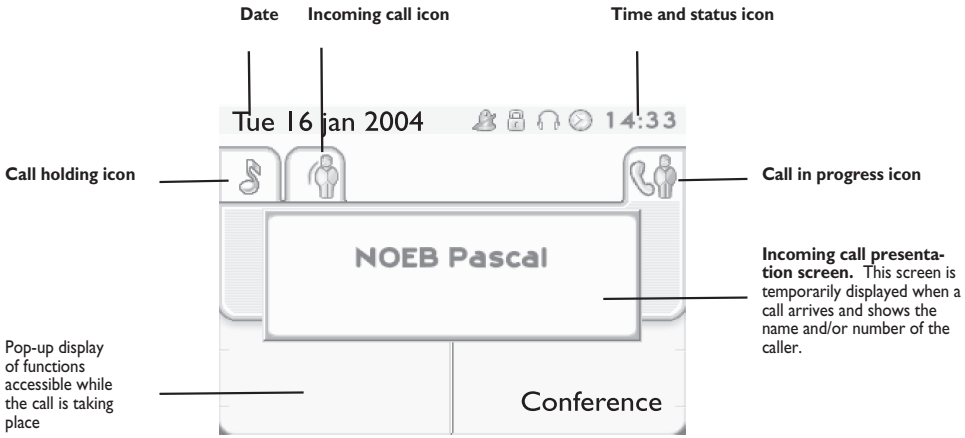
- **Info page:** contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.



Left-right navigator:
used to move from one page to another.

Up-down navigator:
used to scroll through the content of a page.

1.2 Call management screen


Date
Incoming call icon
Time and status icon
Tue 16 jan 2004
14:33
Call holding icon
Call in progress icon
NOEB Pascal
Incoming call presentation screen. This screen is temporarily displayed when a call arrives and shows the name and/or number of the caller.
Pop-up display of functions accessible while the call is taking place
Conference

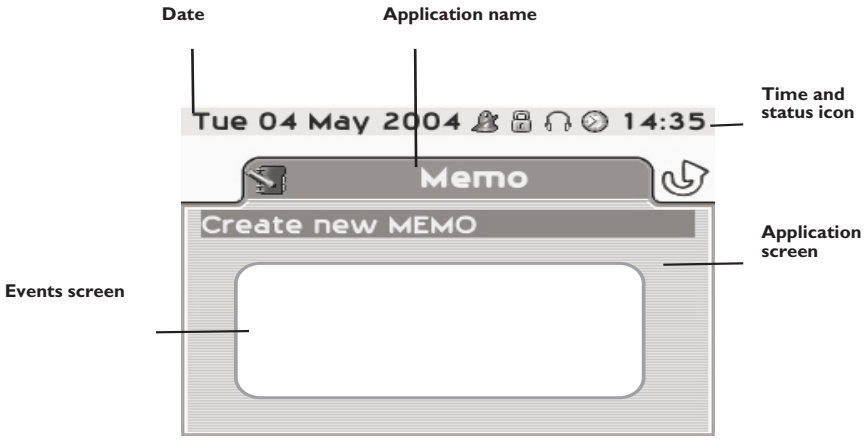
Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.

Use the up-down navigator to display the functions accessible. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or a held call and an incoming call.

Back/Exit key:
used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

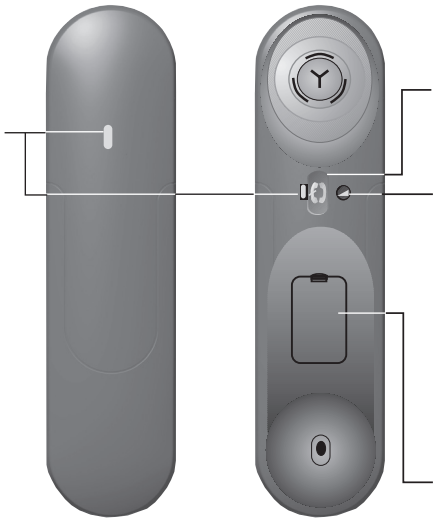
Calls can also be managed from the Perso page.
While the call is in progress, press the Back/Exit key and display the Perso page.
Calls in progress or waiting are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

1.3 Application screen



- **Application screen:** displays information relevant to programming or configuring the telephone.
- **Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.

1.4 IP Touch Bluetooth® Wireless handset (only available on Alcatel-Lucent IP Touch 4068 Phone set)



LED
Green flashing: normal operation.
Green steady: handset charging.
Orange flashing: battery charge low or handset outside coverage zone.
Orange steady: malfunction.

Off-hook/On-hook and Volume/Mute keys

Off-hook/On-hook: press this key to take or terminate a call

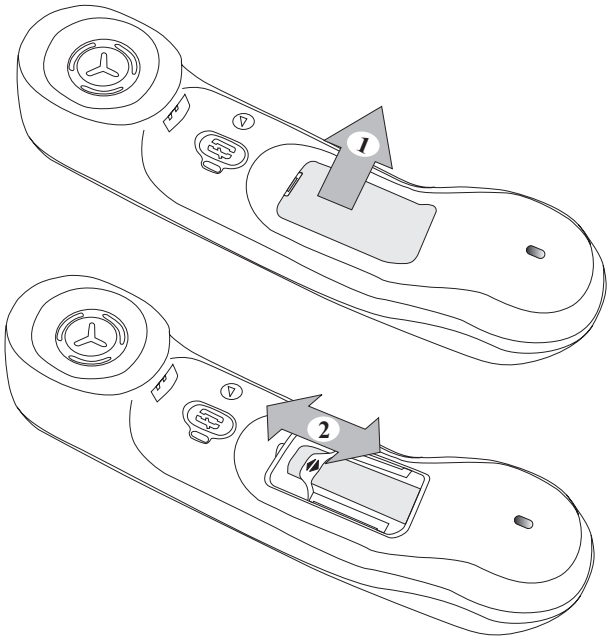
Volume/Mute:

- short successive presses to change the handset volume level (3 levels)
- long press to ensure your correspondent no longer hears you

Battery

If the Bluetooth® handset is on its base, you do not need to press the Off-hook/On-hook key to take or terminate the call. Just off-hook/on-hook the Bluetooth® handset.

- **Batteries**



- **Installing or replacing the Bluetooth® handset battery**

1	**Lift up the battery cover**
2	**Slide out the battery holding part**

The battery recharges when the Bluetooth® handset is on its base.

2 Using your telephone

2.1 Making a call

dial directly the number for your call — OR — lift the receiver — number required — OR — lift the receiver (IP Touch Bluetooth® Wireless handset - IP Touch 4068 Phone) — number required

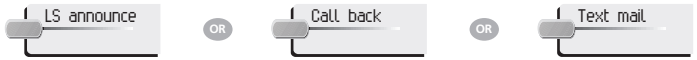
hands free — number required — OR — programmed line key — OR — correspondent's name

during a conversation

To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.

For the operator, dial '0' (by default).

- **If the internal or outside number does not reply:**



broadcast a message on the loudspeaker of the free terminal — request callback to a busy terminal — send a written message

send a voice message — go to next screen

2.2 Receiving a call

lift the receiver — lift the receiver (IP Touch Bluetooth® Wireless handset - IP Touch 4068 Phone) — hands free — press the key next to the **'incoming call'** icon

2.3 Using the telephone in 'Hands free' mode

- Terminal idle:

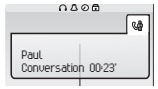
press and release — terminate your call

- Call in progress:

during a conversation — press and release

During a conversation, you can lift the receiver without terminating the call.

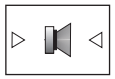
2.4 Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker



during a conversation

activate loudspeaker (long press)

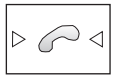
→ **the loudspeaker key flashes**



adjust volume (9 levels)

deactivate loudspeaker (long press)

→ **The key is no longer lit**



press and release the loudspeaker key to switch to hands free mode (light steady).

2.5 Calling your correspondent by name (company directory)

enter the name or initials or the surname and first name of your correspondent

select the type of search you want (last name, last name and first name* or initials*)

→ **Display of all the correspondents meeting the search criteria**

display the previous and next names

press the key associated with the correspondent to call

modify the search

*Name must be entered in format name/space/first name.

This key is used to display the entire name when it is truncated.

2.6 Make calls via your programmed call keys

Perso

access the **'Perso'** page

find the correspondent you want to call from the programmed call keys

call the chosen correspondent

2.7 Calling from the common directory

Your terminal has access to a common directory of outside numbers.

directory number

2.8 Redialling

Menu

'Redial' key

reach the '**Menu**' page

→ **last number redial**

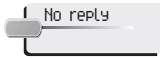
2.9 Call back an unanswered call

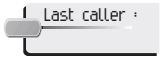
Menu

- **Call back the last caller**

Callback last caller

reach the '**Menu**' page

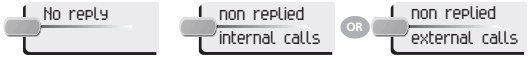




call back the last caller

- **List of last callers**

reach the '**Menu**' page



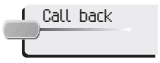
select a name or a number

- **Erase the list of unanswered calls:**

reach the '**Menu**' page

2.10 Requesting automatic callback if internal number is busy

internal number busy



callback request acknowledged

2.11 Answering an internal call in intercom mode

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller's identity.

- **To activate - terminal idle:**

corresponding LED lights up

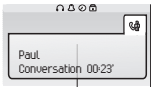
When your caller hangs up, intercom mode remains active.

- **To deactivate - terminal idle:**

the corresponding LED goes out

2.12 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.



during a conversation

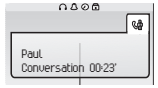
to activate

The function is automatically cancelled when you hang up.

2.13 Mute, so that your correspondent cannot hear you

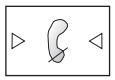
You can hear your correspondent but he/she cannot hear you:

- The terminal:

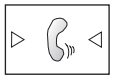


during a conversation

disable microphone → **The key lights up**



resume the conversation → **The key is no longer lit**



- The Bluetooth® receiver (IP Touch 4068 Phone):

press the handset volume/mute key (press and hold)

3 During a conversation

3.1 Making a second call during a conversation

during a conversation — number of second correspondent — the first call is on hold

- **Other methods for calling a second correspondent**

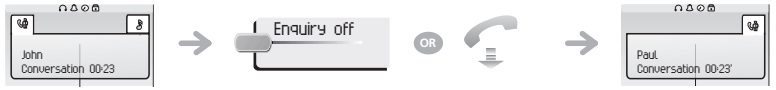
Dial directly the number for your call.

Name of second correspondent.

- To access the 'Redial' function (press and hold).
- Call back on the last 10 number dialled (short press).

Programmed line key.

- **To cancel your second call and recover the first:**



If you make an error, hang up: your telephone will ring and you will recover your first call.

3.2 Answering a second call during a conversation

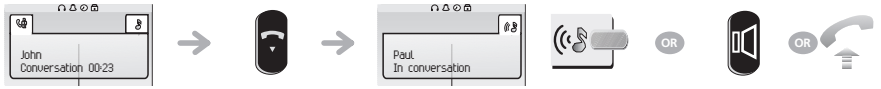
- **A second correspondent is trying to call you:**

during a conversation — name or no. of the caller displayed for 3 seconds

- **Answer call displayed:**

line key for which icon is flashing — the first call is on hold

- **To return to your first caller and end the conversation in progress:**



key associated with the **'incoming call'** icon

3.3 Switching between calls (Broker call)

During a conversation, a second call is on hold.
To accept the second call:

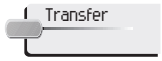
key associated with the **'incoming call'** icon — your first call is placed on hold

3.4 Transferring a call

- **To transfer your call to another number:**

during a conversation — Calling a second person during a conversation — the first call is on hold

• **If the number receiving the transfer answers:**

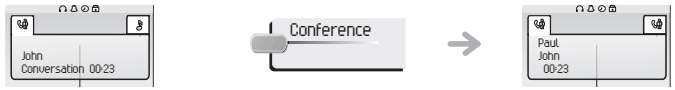


You can also transfer your call immediately, without waiting for the number to answer, using either of the two methods described above.

Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

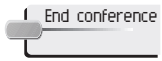
3.5 Three-way conference with internal and/or external correspondents (conference)

- During a conversation, a second call is on hold:



select the '**conference**' function

- Cancel conference and return to first correspondent (if conference is active):

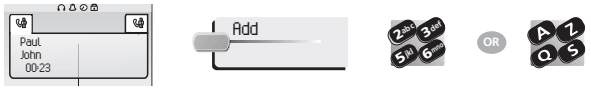


- Hang up on all correspondent (if conference is active):

- After the conference, to leave your two correspondents talking together:

3.6 Talk simultaneously to more than 2 correspondents

You are in a conference call with 2 correspondents. To add another correspondent to the conference:



correspondent's name or number

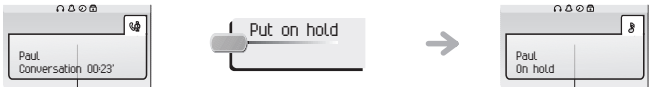
3.7 Casual conference

During a 3-way conference, you can add up to three additional participants.

You are in a 3-way conference → Add → number required → **your correspondent answers**

3.8 Placing a call on hold (hold)

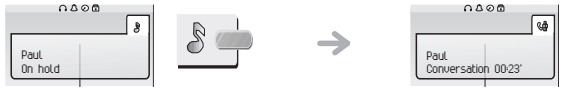
• **Exclusive hold:**
during a conversation, you wish to place the call on hold and recover it later, on the same telephone.



during a conversation

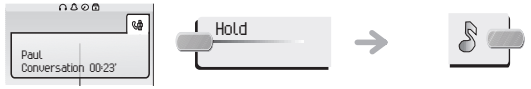
your call is placed on hold

• **Recover the call on hold:**



key associated with the **'incoming call'** icon

• **Common hold:**
to recover your call on any telephone in your system.



during a conversation — your call is placed on hold

Recover the call on hold from any telephone:

key associated with the **'incoming call'** icon

3.9 Placing an outside call on hold (parking)

Park./retrieve call

You can place an outside call on hold and recover the call on another telephone:

during a conversation

A parking announcement message is displayed on the screen of the parking destination set.

• **To recover the parked call:**

Park./retrieve call

To automatically take the parked call, pick up the handset of the parking destination set.

reach the '**Menu**' page

If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

3.10 Intrusion into an internal conversation

Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:

same key to exit

• **Protection against intrusion:**

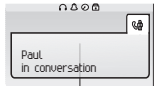
Intrusion protection

press programmed key — enter the number

Protection is cancelled when you hang up.

3.11 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:



during a conversation

adjust audio volume

3.12 Signal malicious calls

This key lets you signal a malicious call. If this call has an internal source, it is signalled to the system by a special message.

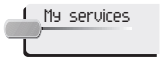
4 Sharing

4.1 Answering the general bell

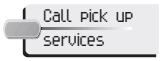
Menu

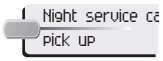
Night service call pick up

When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:



reach the '**Menu**' page





4.2 Manager/secretary filtering

Screened list :

System configuration allows "manager/secretary" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

- **From the manager's or secretary's telephone:**

→ **incoming calls are filtered by a chosen person (secretary, etc.)**

press programmed key

same key to cancel

Filtering is indicated on the manager's telephone by the icon corresponding to the "filtering" programmed key.

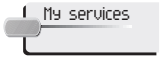
4.3 Call pick-up

Menu

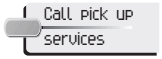
You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

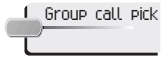
- **If the telephone ringing is in your own pick-up group:**

Group call pick up



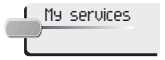
reach the '**Menu**' page





- **If the telephone ringing is not in your pick-up group:**

Individual call pick up



reach the '**Menu**' page

number of telephone ringing

The system can be configured to prevent call pick-up on certain telephones.

4.4 Hunting groups

• **Hunting group call:**
certain numbers can form a hunting group and can be called by dialling the group number.

Group No.

• **Temporary exit from your hunting group:**

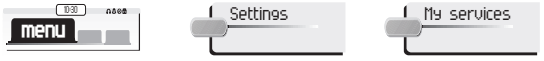
Go out of hunting group

reach the '**Menu**' page

your group number

• **Return into your group:**

Go into hunting group



reach the '**Menu**' page

your group number

Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

4.5 Calling an internal correspondent on his/her pager

The number called does not answer and you know that the person called has a pager:

number called number called

paging in progress is displayed

Your correspondent can answer from any telephone in the system.

4.6 Answering a call on your pager

Menu

Paging answer

A call on your pager can be answered from any telephone within the system.

your pager beeps

reach the '**Menu**' page

your extension number

4.7 Calling a correspondent on his/her loudspeaker

Menu

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:

your correspondent does not reply

→ **you are connected to the loudspeaker on your correspondent's phone (if he/she has the hands free function)**

4.8 Sending a written message to an internal correspondent

enter the number of the terminal to receive the message

enter the first letters of the name

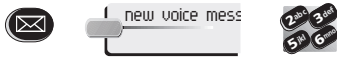
select a predefined message

select a predefined message to complete

compose a new message

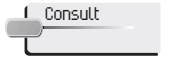
complete your message

4.9 Send a voice message copy



personal code

→ **display number of new and old messages**



number to be called

correspondent's name

send message

4.10 Sending a recorded message to a number / a distribution list

personal code

record message

end of recording

number to be called

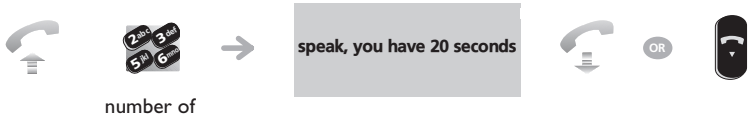
correspondent's name

send message

end of broadcast

4.11 Broadcasting a message on the loudspeakers of a station group

A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



number of broadcast group

The message will only be broadcast on terminals not in use and which have a loudspeaker.

5 Keep in touch

5.1 Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).

number to be called

→ **diversion is acknowledged**

You can make calls, but only the destination number can call you.

5.2 Diverting your calls to your voice message service

→ *diversion is acknowledged*

5.3 When you return, consult recorded messages

The light indicates that messages have been received.

personal code → **display name of sender, with date, time and ranking of message**

listen to message — erase message

call back sender of message — archive the message — terminate consultation

5.4 Diverting calls to your pager

Radio paging

Callers will thus be able to contact you while you are moving around the company:

press programmed key → **diversion is acknowledged**

5.5 Forwarding your calls from the receiving terminal ("Follow me")

Remote forward

You wish to receive your calls in your present location:
Use the "Follow me" function.

your extension number

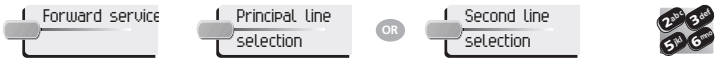
OR press programmed key — your extension number → **diversion is acknowledged**

5.6 Applying a selective diversion

Menu

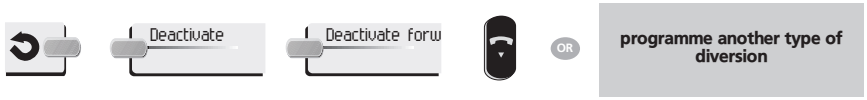
You can forward your primary number and your secondary number or numbers to different sets.

reach the '**Menu**' page

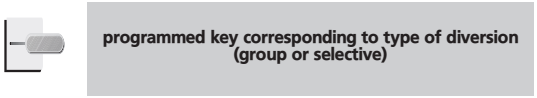


select the number to forward — number receiving diversion

5.7 Cancelling all diversions



5.8 Cancelling a specific diversion

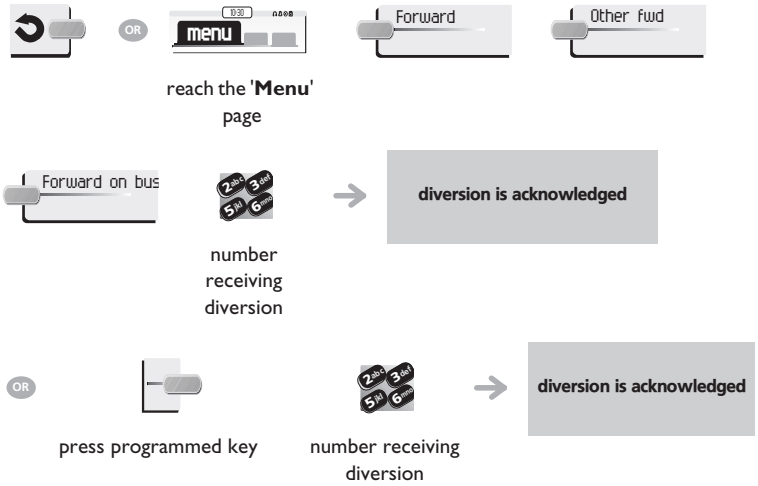


5.9 Diverting calls when your line is busy (divert if busy)

Menu

Forward on busy

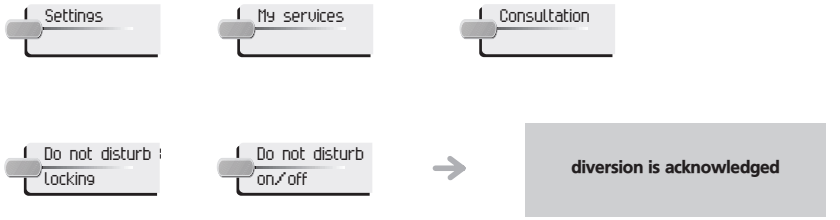
Callers will thus be able to contact you while you are moving around the company:



5.10 Do not disturb

Do not disturb on/off

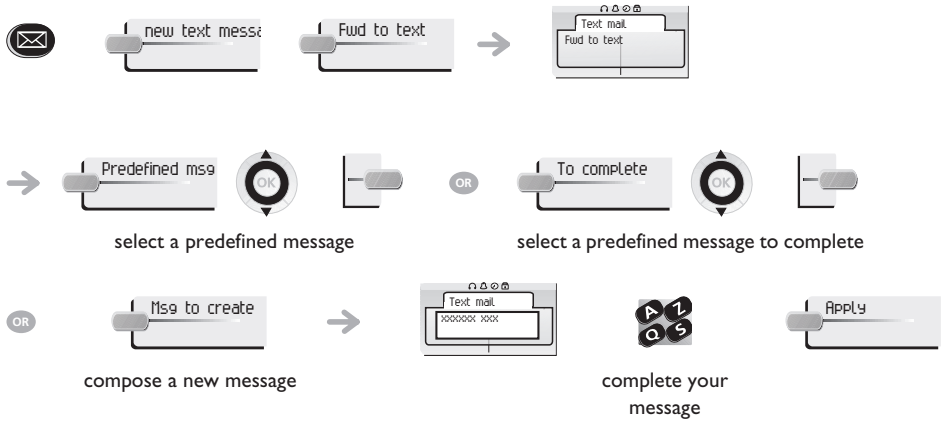
You can make your terminal temporarily unavailable for all calls.



Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

5.11 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.



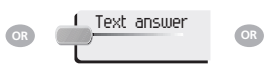
5.12 Consulting written messages

The light indicates that messages have been received.

call back sender of message

record message

next message



answer with a text message

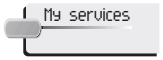
terminate consultation

6 Managing your charges

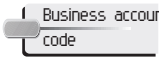
6.1 Charging your calls directly to business accounts

Menu

You can charge the cost of your outside calls to business account numbers.



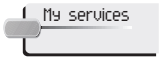
reach the '**Menu**' page



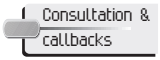
number of business account

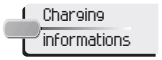
number required

6.2 Finding out the cost of an outside call made for an internal user from your terminal



reach the '**Menu**' page





7 Programming your telephone

7.1 Initializing your voice mailbox

light flashes

enter your personal code then record your name according to voice guide instructions

Your personal code is used to access your voice mailbox and to lock your telephone.

7.2 Customising your voice greeting

Menu

You can replace the greeting message by a personal message

Voice mail → personal code → Perso options → Greeting msg → Perso greeting

Normal prompt (OR Perso greeting) → to return to the default message

Voice mail / Greeting recording → record message

End → end of recording

Accept → apply

OR Restart → re-record a message

OR Replay → replay message

7.3 Modify the password for your phone set

Menu

menu → Settings → Phone → Password

reach the '**Menu**' page

old code (4 digits) → new code (4 digits); → OK (OR Apply)

enter new password again to confirm → OK (OR Apply)

This code acts as a password controlling access to programming functions and the user 'Set Locking ' function (code by default: 0000).

7.4 Modify the password for your voice mailbox

Menu

Voice mail → personal code → Perso options → Admin options

Password → My password → new code (4 digits) → #

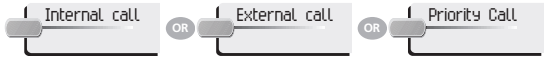
As long as your voice mailbox has not been initialized, personal code is 1515.

7.5 Adjusting the audio functions

Menu

reach the '**Menu**' page;

▼ Choose the tune:



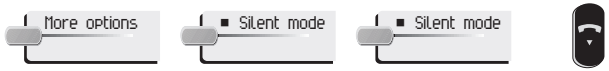
select the type of call to which the ringing is to be associated

select the melody of your choice (16 tunes)

▼ Adjusting the ringer volume:

select the volume of your choice: (12 levels)

▼ Activate/deactivate silent mode:



to activate to deactivate

▼ Activate/disable meeting mode (progressive ringing):

to activate to deactivate

▼ Activate/deactivate discreet ring mode:

to activate to deactivate

▼ Adjust ringer volume while a call arrives

your telephone rings adjusting the ringer volume

7.6 Adjusting screen brightness (Alcatel-Lucent IP Touch 4038 Phone)

Menu

reach the '**Menu**' page

increase or decrease the contrast

7.7 Selecting the welcome page

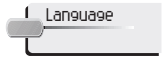
Menu

This function is used to choose the page displayed by default on the telephone.

select the default page

7.8 Selecting language

Menu



reach the '**Menu**' page

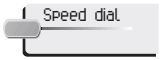
enter your personal password

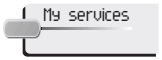
select the language of your choice

7.9 Program the keys for the Perso page or the add-on module

Perso

You can program call numbers and functions for the 'Perso' page keys and the add-on module keys.



OR


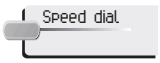
access the **Perso** page using the navigator

press the key you want to program

to program a number

to program a function

- To program a number:

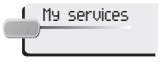


Enter the number

Enter the name

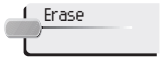
apply

- To program a function:



follow informations displayed on the screen

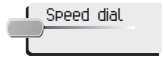
- Other possibilities:

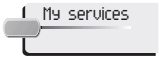
OR


modify contents of entry displayed

delete

7.10 Programming direct call keys (F1 and F2 keys)



OR


press a programmable key (F1 or F2)

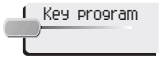
to program a number

to program a function

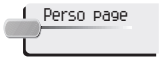
follow informations displayed on the screen

7.11 Erase a programmed key

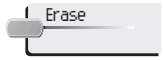
Menu



reach the '**Menu**' page



OR



access the 'perso' page if necessary

select the key to erase

press a programmable key (F1 or F2)

7.12 Programming an appointment reminder

Menu

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).

reach the '**Menu**' page

enter time of appointment

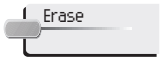
Dial the number of the appointment destination set

The '**Appointment programmed**' icon is displayed on the welcome page.

- **At the programmed time, your telephone rings:**

If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

- **To cancel your reminder request:**



reach the '**Menu**' page

The '**Appointment programmed**' icon disappears from the welcome page.

7.13 Identify the terminal you are on

Info

The number of your telephone is displayed on the 'Info' page.

Access the **Info** page using the navigator.

7.14 Lock / unlock your telephone

Menu

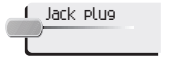
reach the '**Menu**' page

depending the displayed informations, enter your password or confirm

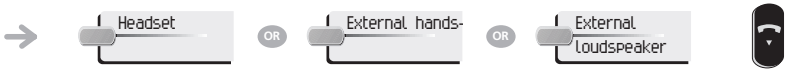
7.15 Configuring the audio jack of your telephone

Menu

By default, the audio jack of your telephone can be used to connect a headset, hands free kit or loudspeaker.

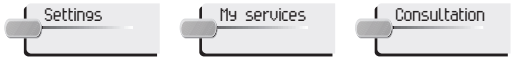


reach the '**Menu**' page



7.16 Call the associated set

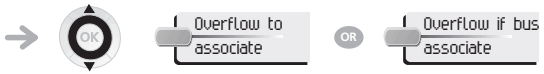
The number of another set can be associated with your set number (see Modify the associated number).
To call it:



start the call

7.17 Forward your calls to the associated number

If you have previously defined an associated number, you can forward your calls to this number.



for forwarding when you do not answer

for immediate forwarding when your line is busy

for forwarding if you do not answer or if you are busy

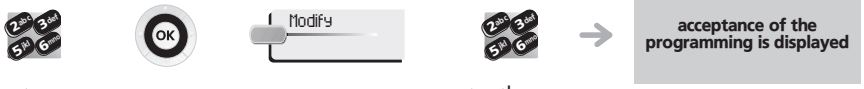
to cancel the forwarding to associate function

7.18 Modify the associated number

Menu

The associated number can be a phone set number, the voice mail number or the pager number.

reach the '**Menu**' page



enter your personal password

enter the new associated number

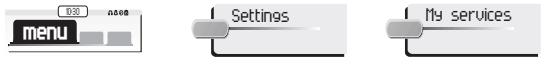
acceptance of the programming is displayed

7.19 The Tandem configuration

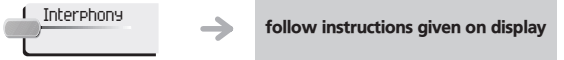
This configuration lets you group two sets under a single call number. Your set is then the main set and the second set, usually a DECT set, is the secondary set. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, the two sets ring simultaneously. When one of the sets answers, the other set stops ringing. When all the lines of the main set are busy, the secondary (DECT) set does not ring. The secondary set can still be called by its own number, but in this case, the tandem function will no longer be taken into account. Most of the functions are common to the two sets, for example: forwarding, meet-me reminder, the various messages, etc., while others are specific to each set, for example: individual directory, last number redial, out of service, set padlock, etc.
For more information regarding this configuration, contact the person in charge of your installation.

7.20 Create, modify or consult your intercom list (max. 10 numbers)

Menu



reach the '**Menu**' page



follow instructions given on display

7.21 Installing a Bluetooth® Wireless Technology handset (matching) - Alcatel-Lucent IP Touch 4068 Phone

Menu

Before a Bluetooth® headset can be used, it must be correctly matched to the terminal.

reach the '**Menu**' page

with the handset turned off, press the 2 Bluetooth® handset keys at the same time (long press)

you will hear a 3 note signal and the LED will flash green and orange alternately

searching for Bluetooth® equipment, wait until the detected equipment type and the address is displayed →

select the relevant equipment

→ the 3 note audible signal indicates that the handset has been installed correctly (the LED flashes green or orange depending on the battery charge level)

Error messages

the Bluetooth® handset emits a sequence of 4 beeps	→	The generation of your station is earlier than the generation of your Bluetooth® handset
The station displays an error message indicating an incompatibility between the station and the Bluetooth® handset	→	The generation of your Bluetooth® handset is earlier than the generation of your station

7.22 Use of the Bluetooth® handset (Alcatel-Lucent IP Touch 4068 Phone)

The Bluetooth® cordless handset permits the user to answer and converse with complete freedom within a radius of 10 meter from the set.
The handset has a LED and two buttons.

Light

- **Green flashing**: normal operation.
- **Green steady:** handset charging.
- **Orange flashing**: battery charge low or handset outside coverage zone.
- **Orange steady:** malfunction.

Off-hook/On-hook and Volume/Mute keys

Off-hook/On-hook: press this key to take or terminate a call.

Volume/Mute:
- short successive presses to change the handset volume level (3 levels)
- long press to ensure your correspondent no longer hears you

If the Bluetooth® handset is on its base, you do not need to press the Off-hook/On-hook key to take or terminate the call. Just off-hook/on-hook the Bluetooth® handset.

7.23 Installing a Bluetooth® Wireless Technology headset (matching) - Alcatel-Lucent IP Touch 4068 Phone

Menu

Before a Bluetooth® headset can be used, it must be correctly matched to the terminal. Before performing the matching operation, the headset must be in detectable mode*.

reach the '**Menu**' page

→ searching for Bluetooth® equipment, wait until the detected equipment type and the address is displayed

select the relevant equipment

apply your choice

enter the PIN code of the headset *

→ acknowledgement message and display of the headset icon on the terminal screen

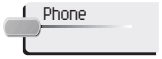
* Refer to the user documentation supplied with the headset.

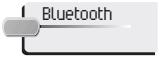
7.24 Using a Bluetooth® Wireless Technology headset - Alcatel-Lucent IP Touch 4068 Phone

Refer to the user documentation supplied with the headset.

7.25 Deleting an accessory (headset, handset, etc.): Bluetooth® Wireless Technology

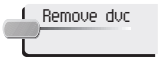
Menu





→ display of the different equipment matched

select the equipment to be removed



apply your choice

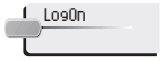
→ message acknowledging the equipment has been removed

8 ACD : Agent set/Supervisor station

8.1 Agent set

A call centre solution allows optimum distribution of calls to agents according to their availability and skills.

8.2 Open a supervisor session (LogOn)



enter the identifier number

enter your personal password

- **For a decision maker agent:**

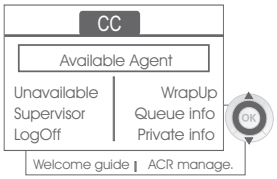
OR

enter the processing group number

select the processing group from a list

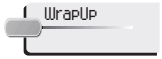
8.3 ACD application welcome screen

Once the ACD session is open, the agent can access the ACD application dedicated functions.

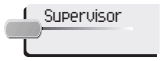


Alcatel-Lucent IP Touch 4038/ 4068 & 4039 Digital Phone sets

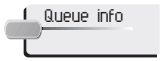
This function allows the agent to be 'logged out' from the ACD application.
The 'logged out' function is activated; by default, on opening an agent session (system configuration), by the supervisor or by the agent himself.
The agent changes this 'logged out' status by pressing the display key associated with this function.



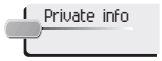
After each ACD call, the agent automatically assumes Wrap-up mode.
During this mode, the agent does not receive any ACD calls and can carry out the tasks associated with a call.
This mode can be terminated at any time by pressing the display key associated with the Wrap-Up function or by waiting for the end of the timer (system configuration).



When the agent is on a break, waiting for a call or in Wrap-up mode, he calls his supervisor directly by pressing this key.



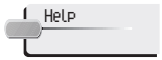
by pressing this key, the agent accesses information regarding the queue (number of calls waiting, average or maximum waiting time, number of free, busy or logged out agents.



Pressing this key informs the agent about the configuration of his set (forwarding status, presence of new messages, associated set, name and number of the set, etc.).

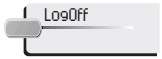
This key allows the agent to configure the welcome messages, recording, activation/ deactivation, loading or playback of a welcome message.
Access to welcome message configuration involves entering the agent identifier number and a password.

The agent can act on the distribution of the ACD calls by assigning or not assigning expertise areas.
Expertise areas can be assigned or deleted one by one or globally.



During a communication, the agent can send an assistance request to the supervisors.
This request can be accepted by a supervisor or rejected if the supervisors are absent, not available or reject the request.

8.4 Close an agent session (LogOff)



enter your personal password

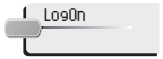
the session is closed

8.5 Supervisor station

The supervisor is an agent who has been assigned additional rights. In particular, he can assist the agents, supervise agent activity, intrude or listen-in discretely on a call.

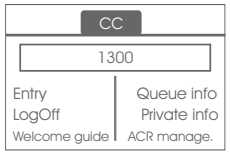
A supervisor can also perform the agent function from the same set.

8.6 Open a supervisor session (LogOn)



enter the identifier number

enter your personal password



Alcatel-Lucent IP Touch 4038/ 4068 & 4039 Digital Phone sets

8.7 Processing group- Supervisor entry/withdrawal

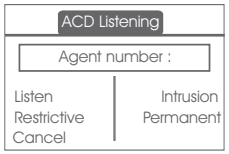
select the processing group from a list

OR

select the processing group from a list

8.8 Supervision or acceptance of an assistance request

The supervisor has access to the supervision functions either by accepting an assistance request from an agent or by pressing the 'Help' function key in the 'Perso' page.



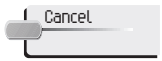
Alcatel-Lucent IP Touch 4038/ 4068 & 4039 Digital Phone sets

by pressing this key, the supervisor starts a discrete listen-in procedure. The supervisor can then listen in on the conversation between an agent and his correspondent, but cannot participate in the conversation.

this key allows the supervisor to intrude in a communication.
This intrusion is signalled to the agent and his correspondent by an audible beep and the supervisor can cut-in on the conversation at any time.
If the agent on-hooks or if the supervisor presses the 'Help' key, only the supervisor and the correspondent will be in communication.

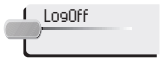
The agent is in communication with a correspondent. This function allows the supervisor to talk just with the agent without the correspondent being informed of this intrusion (restrictive).

the supervisor can view on his display the dynamic states (out of service, ACD calls, private calls, Wrap-up, pause, etc.) and static states (withdrawn, available, Log-Off, etc.) of an agent in real-time.



Pressing this key results in the rejection of an agent assistance request.

8.9 Close a supervisor session



enter your personal password

the session is closed

Annex

Writing accented or special characters with the phone keyboard

The following table describes all the accented or special characters that you can write from your keyboard.
The column 'Keyboard' describes the combination of typing keyboard characters to display the desired character.
The term 'n/a' in the 'Keyboard' column, shows the characters that can not be typed from your phone.

Character	Keyboard
¡	~!
¢	n/a
£	~$
¥	~Y
§	n/a
©	^c
º	^m
®	^r
°	^0
±	n/a
²	^2
³	^3
µ	n/a
¶	n/a
¹	^1
ª	^f
¿	~?
À	`A
Á	´A
Â	^A
Ã	~A
Ä	”A
Å	n/a
Æ	n/a
Ç	~C
È	`E
É	´E
Ê	^E
Ë	”E
Ì	`I

Character	Keyboard
Í	´I
Î	^I
Ï	”I
Ð	~D
Ñ	~N
Ò	`O
Ó	´O
Ô	^O
Õ	~O
Ö	”O
Ø	n/a
Ù	`U
Ú	´U
Û	^U
Ü	”U
Ý	´Y
à	`a
á	´a
â	^a
ã	~a
ä	”a
å	n/a
æ	n/a
ç	~c
è	`e
é	´e
ê	^e
ë	”e
ì	`i
í	´i

Character	Keyboard
î	^i
ï	”i
ð	~d
ñ	~n
ò	`o
ó	´o
ô	^o
õ	~o
ö	”o
ø	n/a
ù	`u
ú	´u
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Character	Keyboard
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Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.
The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.
To avoid accidentally damaging the set telephone line connector, make sure you position the cord correctly in the compartment intended for this purpose
The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance
We, Alcatel-Lucent Enterprise, declare that the products covered by this user guide are compliant with the primary requirements of the Parliament and Council Directive 1999/5/CE. A copy of the original of this declaration of compliance can be obtained from your installer.

Consumption in standby: 3,5V.

Alcatel-Lucent IP Touch 4068 Phone & IP Touch Bluetooth® Wireless Handset
This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. .
Operation is subject to the following two conditions : (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation..
Warning : changes or modifications made to this equipment not expressly approved by Alcatel-Lucent Enterprise may void the FCC authorization to operate this equipment..
This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance wit the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try correct the interference by consulting the dealer..
This Class B digital apparatus complies with Canadian ICES-003.

This device has been designed and manufactured not to exceed the SAR (Specific Absorption Rate) radio frequency power transmission limits established by the different countries concerned. The SAR value measured is equal to 0.0025 W/kg (the globally accepted maximum limit being 1.6 W/kg).

Information relative to the environment
This symbol indicates that at the end of its life, this product should be subject to special collection and disposal in member countries of the European Union, as well as in Norway and Switzerland. By ensuring this product is disposed of correctly, you will help to conserve natural resources and help prevent potential negative consequences to the environment and human health which could otherwise be caused by inappropriate disposal of this product. For further details about recycling this product, please contact the supplier who sold you the product.

Operating conditions
Operating temperature range: -5°C /45°C.
Acoustic shock protection
The acoustic level of the signal generated by the handset earpiece is less than 130 dBspl for a transient signal (123 dBspl for Australia) and less than 118 dBspl (rms) for a continuous signal (120 dBA for Australia).
Directive 2003/10/EC specifying the risks inherent in noise at work
The ring contributes towards overall daily noise; at its maximum setting, the level is 105 dBA at 60 cm from terminal. To reduce the level, the following is recommended:
- reduce the setting (9 levels of 5 dB)
- program a progressive ring.

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